

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS  
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Social Services	(2) MEETING DATE 7/22/2014	(3) CONTACT/PHONE Dawn Boulanger 781-1835	
(4) SUBJECT Request to approve a renewal service contract (Clerks File) for Workforce Investment Act (WIA) America's Job Center of California (AJCC) one-stop system operator services with Goodwill Industries of Santa Cruz, Monterey and San Luis Obispo Counties for Fiscal Year 2014-2015 in the amount of \$1,399,046. All Districts.			
(5) RECOMMENDED ACTION It is recommended that your Board approve, and direct the Chairperson to sign a renewal service contract for Workforce Investment Act (WIA) America's Job Center of California (AJCC) one-stop system operator and youth services with Goodwill Industries of Santa Cruz, Monterey and San Luis Obispo Counties for Fiscal Year 2014-2015 in the amount of \$1,399,046.			
(6) FUNDING SOURCE(S) WIA Federal funds	(7) CURRENT YEAR FINANCIAL IMPACT \$1,399,046	(8) ANNUAL FINANCIAL IMPACT \$1,399,046	(9) BUDGETED? Yes
(10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. ____ ) <input type="checkbox"/> Board Business (Time Est. ____ )			
(11) EXECUTED DOCUMENTS <input type="checkbox"/> Resolutions <input checked="" type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR)  19001432		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: N/A <input type="checkbox"/> 4/5 Vote Required <input checked="" type="checkbox"/> N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? N/A	(16) AGENDA ITEM HISTORY <input type="checkbox"/> N/A    Date: <u>06/18/2013</u>	
(17) ADMINISTRATIVE OFFICE REVIEW  Emily Jackson			
(18) SUPERVISOR DISTRICT(S) All Districts			

# County of San Luis Obispo



TO: Board of Supervisors

FROM: Social Services / Dawn Boulanger  
781-1835

DATE: 7/22/2014

SUBJECT: Request to approve a renewal service contract (Clerks File) for Workforce Investment Act (WIA) America's Job Center of California (AJCC) one-stop system operator services with Goodwill Industries of Santa Cruz, Monterey and San Luis Obispo Counties for Fiscal Year 2014-2015 in the amount of \$1,399,046.

## **RECOMMENDATION**

It is recommended that your Board approve, and direct the Chairperson to sign a renewal service contract for Workforce Investment Act (WIA) America's Job Center of California (AJCC) one-stop system operator and youth services with Goodwill Industries of Santa Cruz, Monterey and San Luis Obispo Counties for Fiscal Year 2014-2015 in the amount of \$1,399,046.

## **DISCUSSION**

California implemented the federal Workforce Investment Act (WIA) of 1998 in the year 2000 with the goal of building a comprehensive workforce investment system that would increase employment opportunities, job earnings and retention, while improving occupational skills to sustain California's economic growth in future years. To ensure that regional economics drive the comprehensive workforce system, the Governor identified 49 local Workforce Investment Areas (LWIA) throughout the state. San Luis Obispo County is a LWIA for WIA Title I services. WIA Title I services focus on quality employment and training services to assist eligible adults and youth find meaningful employment and is administered by a local Workforce Investment Board (WIB) and accountable to the Governor.

The WIB is appointed by the San Luis Obispo County Board of Supervisors (BOS) and is comprised of representatives from private sector businesses, organized labor, community-based organizations, local government agencies, and local education agencies. The WIB is responsible for overseeing the operations of the one-stop service delivery system, including identifying one-stop job center operators, providing policy guidance, overseeing job training activities, distributing WIA funds, and providing key policy decisions affecting the local workforce development system. This system is the cornerstone of the WIA and offers multiple local employment services to adult and dislocated workers, youth, and employers.

Each LWIA is required to have a full-service "comprehensive" one-stop job center with numerous WIA mandated federal partners including the State Employment Development Department (EDD). LWIAs may also have "satellite" job centers which require neither full partner involvement nor provide the full array of WIA services. Mandatory supports at the one-stop job center consist of employment services (i.e., assessment, tutoring, mentoring), job training and education programs for job seekers, and comprehensive employer services including resources for placing job orders and obtaining referrals, labor market data and business assistance. During the 2013-14 program year, the San Luis Obispo County LWIA joined a national re-branding campaign changing the name of the Business and Career One-Stop center to the America's Job Center of California (AJCC). The AJCC functions to sustain the following state plan strategies:

- Training and employment programs that are managed at the local level where business and individual needs are best understood.
- Customers have convenient access to the employment, education, training and information services they need at a single location in their neighborhood (i.e., a one-stop service delivery model).
- Businesses provide information, leadership and play an active role in ensuring the system prepares people for current and future jobs via participation in the local WIB.

Goodwill Industries has been developing and implementing specialized vocational services since 1928 in the Monterey, Santa Cruz, and San Luis Obispo Tri-County area. Its mission is to provide training and employment opportunities to help people with disadvantaging conditions find employment. In San Luis Obispo County, Goodwill has provided vocational training, employment preparation and job retention services for over 15 years. Since the start of their WIA services contract, Goodwill has operated a one-stop job center site in San Luis Obispo that has been in existence since the implementation of WIA in California in 2000. As of October 1, 2009, Goodwill opened a satellite job center in the Five Cities area at 1800 E. Grand Ave; Ste H, Grover Beach. Goodwill also provides remote service delivery in North County and Coastal communities by facilitating Job Seekers Academies. In addition, they continue to offer WIA services in Salinas, Santa Cruz and Monterey Counties, along with administering a number of employment and training programs for the State Department of Rehabilitation, the Department of Labor (DOL), and private insurance carriers. For more information about services offered by Goodwill, visit their website at [www.shorelineworks.org](http://www.shorelineworks.org).

#### WIA Services Procurement & Contract Award

In compliance with County and WIA regulations, the County issued a Request for Proposal (RFP) in December 2011 for FY 2012-2013 services, with a second and third year option to renew. The RFP was seeking a one-stop system operator for the provision of WIA Adult, Dislocated Worker, and Youth services as well as site management of at least one comprehensive one-stop job center and one Youth center in the LWIA. Goodwill Industries was awarded the one-stop system operator contract as a lead applicant directly providing one-stop job center operator, Adult and Dislocated Worker services, with Cuesta College as their subcontractor providing Youth services.

#### Local Implementation of SB-734

SB-734 (DeSaulnier, Chapter 498, Statutes of 2011), which was made effective July 1, 2012, mandates that 25% of the local area's total WIA Adult and Dislocated Worker allocation be dedicated to training. A portion of the local area's total WIA allocation is used for contracting with Goodwill for WIA services. The remainder of the allocation funds operational support, WIB set-aside funds, administrative entity and fiscal agent costs and salary costs, which will be brought forward to the Board of Supervisors as part of the subgrant with the state in the coming months. The SB-734 mandated training minimum may be met either by spending 25% of the local area's total WIA Adult and Dislocated Worker allocated funds on training, or by combining a portion (15%) of those funds with leveraged funds. Locally, SB-734 is implemented such that 15% (\$172,319) of the total allocated WIA Adult and Dislocated Worker funds are allocated to training and the remaining 10% (\$114,879) is met with leveraged resources from a limited number of training funds such as WIA Youth funds, Pell grants, and other sources. The State has identified corrective actions for those LWIAs that do not meet the training and/or leverage threshold. The WIB agreed to allow Goodwill to meet the training threshold with a mix of direct training and leveraged funds and will closely monitor their progress. Goodwill is aware that funds from other areas of its operations budget may be reallocated to training should it not meet leverage milestones. Should they be necessary, these budget adjustments will be accomplished via a change order in the third quarter of the contract term.

The minimum designation for training increases to 30% of the Adult and Dislocated Worker allocation effective July 2016. This new requirement results in less funding available for personnel and facilities costs and necessitates a move towards more innovative service delivery strategies that emphasize community and web-based access points for WIA services. Goodwill responded to the RFP as the lead agency and named Cuesta College as its partner in the delivery of WIA Youth services via a subcontract with Goodwill. As the lead agency and contractor with the County, Goodwill is ultimately responsible for the provision of WIA Youth services.

#### Services in North County

There has not been a WIA-funded job center in the North County since early 2012 when budgetary constraints resulting from the implementation of SB-734 resulted in the WIA budget no longer being able to support costs associated with operating three job center sites. Goodwill has continued to implement WIA services to job seekers and employers in North County through a mix of virtual, remote, and community-based service delivery strategies. Goodwill has implemented a remote service delivery strategy, known as a "Job Spot" in their Atascadero Goodwill store using kiosk

type technology to provide community-based job seeker services. The kiosk connects directly to the CalJobs system, a web-based interface which allows for access to WIA self-services twenty-four hours per day from anywhere, anytime via internet connection. CalJobs services include access to job orders placed by employers directly into the system or retrieved from other job sites, resume development via CalJobs system templates, and gives employers the ability to screen job seeker resumes on-line. Additionally, through Goodwill conducting training with staff of the Paso Robles Public Library in the delivery of WIA self-services, North County community members have access to job seeker services in their community. Two North County Job Seekers Academy events were held this program year in Atascadero and Paso Robles with a combined 50 job seekers in attendance. The Academy provides job seekers with WIA-funded workshops, job search assistance, and supportive counseling related to employment. Job Seekers and WIA participants also have access to a Career Center at Cuesta College's North County Campus operated by Cuesta College's Workforce and Economic Development Services in collaboration with the County Department of Social Services (DSS) and other partners.

#### 2014 -2015 Services

Specific to this contract Goodwill will operate two AJCC sites: the comprehensive one-stop AJCC site located at 880 Industrial Way, in San Luis Obispo, and the Five Cities AJCC site, a satellite location at 1800 East Grand Ave, Grover Beach. The sites offer an array of mandatory supports that consist of employment services (i.e., assessment, job search, and employment skill development), job training and education programs for job seekers, and comprehensive employer services including resources for placing job orders and obtaining referrals, labor market data and business assistance.

Due to continued reductions in WIA funding to the LWIA and across the state, a planned closure of the Five Cities AJCC site is set to occur in March 2015. Since the 2011-12 program year, Goodwill has seen a decrease of over 60% in Adult and Dislocated Worker contract allocations totaling \$482,581 less in the 2014-15 contract than was awarded in the 2011-12 contract. Due to these budget reductions compounded by the impact of the SB-734 mandate on funds spent on participant training, continued operation of the satellite Five Cities job center is no longer viable. Significant contributions in funds from the San Luis Obispo County Department of Social Services (DSS) and from Goodwill Industries (discussed further in Financial Considerations section below), are supporting the operations of the Five Cities center through March 2015. Without this funding, the center would have ceased operation at the onset of the 2014-15 program year. The contributions from DSS and Goodwill allow for a planned closure to support development of outreach and service delivery strategies to continue to serve the South County communities.

The contract with Goodwill provides three distinctive services aimed at helping adults and youth obtain training and find employment throughout the County:

**AJCC one-stop system operator services** - The AJCC one-stop system operator is responsible for the administrative operations of the AJCC service delivery system, working in conjunction with the County, the WIB, and AJCC partners. The AJCC system consists of job center services to Adults and Dislocated Workers and a separate center providing Youth services as well as multiple AJCC partners including: Community Action Partnership of SLO County Inc. (CAPSLO), Cuesta Community College (Cuesta), California State Employment Development Department (EDD), Department of Rehabilitation, Housing Authority of the City of SLO (HASLO), PathPoint, Small Business Development Center of Cal Poly, and the Department of Social Services (DSS). For purposes of this contract, administrative operations means the management and coordination of those activities necessary to support the delivery of program services in the AJCC one-stop delivery system and more particularly, in the AJCC sites in our County.

**Adults and Dislocated Worker Services** - The vision for adult workers is the development of skills in local trades (i.e., construction, agriculture, health care and education, hospitality, manufacturing) and other occupational fields that are desperately needed to sustain the local workforce. The adult program assists adults who are looking for work and unemployed. The dislocated worker program assists workers who have not been employed due to a recognized disaster, permanent plant or facility closing, or mass layoffs.

Employment services are offered at four tiers of service: universal, core, intensive, and training. Universal services are self-service activities which job seekers can engage in using the state-wide CalJobs system for on-line job searching, resume building, etc. Universal services also provide job seekers access to the resources of the AJCC sites such as telephone, fax and copy machines. Core services are staff assisted services and include initial assessment, job search and placement assistance, and career counseling. Intensive services include a more in-depth assessment, counseling, career planning and prevocational services. Intensive services are intended for unemployed persons unable to obtain jobs through universal or core services, or individuals needing additional training to reach self-sufficiency. Training

services are also available for individuals 18 years of age or older and who meet intensive services eligibility, but were unable to obtain employment through participation in other tiers of services. All adults have an Individual Employment Plan (IEP) developed in conjunction with program staff. Ideally, program completion occurs when the individual has completed the plan of service as included in the IEP and enters into appropriate employment.

**Youth Services** - WIA Youth services are provided through a comprehensive youth development system that links local community, youth and education stakeholders. Services focus on year-round In-School Youth and Out-of-School Youth services funded using the local WIA allocation for youth services. Programs will consist of four components: 1) education services, 2) work readiness training, work preparation and work-based opportunities, 3) youth development services, and 4) connections to community, family and peers. Specific types of services include: tutoring, study skills training, instruction leading to completion of secondary school, alternative school services, mentoring, paid and unpaid work experience, occupational skills training and appropriate supportive services (i.e., clothing assistance and transportation). The WIA Youth program is primarily operated out of a Youth Center located at 191 S. Oak Park Blvd in Grover Beach. Youth staff provide services in coordination with community-based agencies and schools throughout the county. Goodwill provides WIA youth Services through a subcontract with Cuesta College.

If this contract is approved, Goodwill will continue to be the primary operator of the AJCC one-stop employment and training service delivery system in our county and provide full-service AJCC site mandatory supports that consist of employment services (i.e., assessment, job search, employment skill development), job training and education programs for job seekers, and comprehensive employer services including resources for placing job orders and obtaining referrals, labor market data and business assistance. All services are available to community members in both English and Spanish. These services offer key components for improving performance in core employment and educational skills for adults, youth, and local employers. By offering this level of support, it is anticipated that the local workforce will be strengthened and those working will have employment opportunities that support self-sufficiency. These outcomes support the Department and County goal of a strong and viable economy.

#### **OTHER AGENCY INVOLVEMENT/IMPACT**

The Workforce Investment Board (WIB), EDD, and Cuesta College, have participated in creating this contract. County Counsel has reviewed and approved the contract as to legal form and effect.

#### **FINANCIAL CONSIDERATIONS**

WIA program funds are 100% federally funded (distributed to states for allocation to counties) and are distributed to the County via a grant. The annual WIA Formula Grant estimate is included in the Department's budget for Fiscal Year (FY) 2014-2015 and will require no county match. These funds will be used to support WIA direct service programs and administrative and fiscal costs. The total contract amount for the AJCC one-stop system operator and WIA youth services with Goodwill is \$1,399,046 comprised of WIA Adult, Dislocated Worker and Youth funds, and DSS CalWORKs Single Allocation administrative funds as outlined in the table below:

<b>Funding Source</b>	<b>Contract FY13/14</b>	<b>Contract FY14/15</b>
WIA Adult	\$ 385,065	\$ 366,104
WIA Dislocated Worker	\$ 420,379	\$ 402,917
WIA Youth	\$ 634,601	\$ 610,025
DSS CalWORKs	N/A	\$ 20,000
<b>TOTAL</b>	<b>\$1,440,045</b>	<b>\$1,399,046</b>

Goodwill Industries is also contributing an estimated \$20,000 to this contract to support the operation of the Five Cities AJCC site through March 2015. The contribution from Goodwill does not involve dollars being added to this contract, but rather the costs will be absorbed by Goodwill Industries and included in this contract as in-kind cost sharing. Both the DSS and Goodwill Industries' contributions are covering staffing and building space and occupancy costs for the Five Cities

## **RESULTS**

### **Fiscal Year 13- 14**

This is the fifth year that Goodwill has provided WIA One-Stop Operator services. Outcomes are as of the quarter ending March 31, 2014.

A total of 18,697 units of service were provided at the two One-stop locations - Industrial Way, and Five Cities.

#### **AJCC one-stop Operator:**

Goodwill continued to meet performance outcomes for community outreach to inform the public of its business offerings and the resources of the San Luis Obispo County AJCC one-stop system. Outreach accomplishments include dissemination of brochures and having the AJCC featured on radio and television news stories related to unemployment and job seeker services. All materials produced and published were in partnership with the WIB.

Goodwill continued to meet the performance outcome of collecting and analyzing AJCC one-stop system monthly usage data including customers and activities and reported to the WIB as requested. Specifically Goodwill tracked universal access customers (specifying the number of unique customers per month). Goodwill's monthly reports included the following:

1. Number of new customers reported in each center as of March 31, 2014 were as follows:

<i>SLO:</i>	<i>1,299</i>
<i>Five Cities:</i>	<i><u>402</u></i>
<i>YTD Total:</i>	<i>1,702</i>

2. Number of Unemployment Insurance Benefits/State Disability Insurance Services Visits: *A total of 4,004 (21%) of customer visits were identified as UIB/SDI service visits.*
3. Number of individuals participating in Classroom/Workshop Services: *A total number of 2,136 customers have participated in classroom/workshop services*
4. Number of workshops provided: *A total of 358 workshops have been provided at the centers.*
5. Number of orientations provided: *A total of 1,206 orientations have been held among the centers.*
6. Number of individuals attending orientations at each center: *A total of 1,420 customers have attended orientations for AJCC one-stop and WIA services.*

Goodwill met the performance outcome of providing services that resulted in collecting and analyzing AJCC one-stop system monthly usage data including customers and activities and reporting to the WIB as requested. Specifically Goodwill reported the following:

1. *Number of Employer Visits: 523*
2. *Employer Forums/Workshops/Presentations: 77*
3. *Employer Recruitment: 86*
4. *Number of Job-Seekers Interviewed at Employer Recruitment Services: 694*

Goodwill met the performance outcome of administering a quarterly satisfaction survey to 100% of clients who participated in WIA funded services during the survey week. Eighty percent (80%) of those completing the survey were to rate the services as beneficial to their employment and skill development. This program year, Goodwill implemented a

new approach to gathering survey data. Surveys were streamlined to specific questions targeting a particular group of AJCC customers in an effort to collect more detailed, useful data. During first quarter Job Seekers currently in training were provided a survey. During the second quarter, all individuals who visited the AJCC sites were surveyed. The third quarter survey was given to Job Seekers participating in Individual Training and On the Job Training (OJT) as well as OJT Employers. Goodwill saw an unusually low response rate (.07%) from Job Seekers in training during their third quarter survey process. The same delivery method was used as in prior quarters when response rates were good. Goodwill is reevaluating their survey delivery method. The response rate from the OJT Employers however was 25%, and yielded information that assists in evaluating the system for process improvement.

*A total of 115 individuals participated in the satisfaction survey to date, with ninety-three percent (93%) rating the services as "meets expectations" or better.*

Goodwill will administer a satisfaction survey to One-Stop partners semi-annually and report results of feedback.

*Goodwill surveyed its five co-located partners during the second quarter and 100% reported being satisfied with communication with partners on upcoming events and programs. Communication currently occurring via regular meetings and emails appears to be an effective method in disseminating information among the partners.*

Goodwill met the performance outcome of providing services that resulted in establishing and maintaining reliable mechanisms that immediately identified when a problem occurs, administrative or programmatic, and when corrective action is necessary. Continuous improvement processes included the following:

1. To ensure continuous improvement, internal monitoring activities included ongoing review of files, data entry review, caseload contact, performance, and quality control to ensure continuous improvement.
2. The Program Assistant, under the supervision of the Director has been designated as responsible for ensuring accuracy of data collection and reporting.
3. Contractor tracked effectiveness using monitoring data, state reporting data, and customer feedback. A monthly review and analysis of data identified trends and/or issues and was conducted and submitted to the Administrative Entity (County) and the WIB.

Required Operating Agreements among AJCC partners for PY 13-14 and Resource Sharing Agreements among co-located partners were provided to the WIB.

### **Adult and Dislocated Worker Programs:**

*The service numbers for Adult and Dislocated Workers are based on quarterly contract reports for the quarter ending March 31, 2014.*

Goodwill will provide an unduplicated count of services to participants, in the Adult and Dislocated Worker programs, including the following intensive and training service areas:

1. New Applications: *A total of 534 new applications for Adult and Dislocated Worker services have been completed. All 534 were registered into Core services.*
2. New Enrollments: *A total of 79 new enrollments into Intensive and Training services have been completed between the Adult and Dislocated Worker programs.*
3. Exit While Enrolled in Program: *A total of 401 participants have exited while enrolled in a program.*  
In January 2014, in accordance with the new CalJobs system requirements, a process called "soft-exit" was initiated in the local Virtual One Stop (VOS) computerized case management system in preparation for the transition to using CalJobs directly in July 2014. This process meant that any case open without activity for more than 90-days would be exited automatically by the system. Prior to this, cases typically were exited only when a job seeker had achieved their employment/training goal or for some other reason was no longer in need of job center services. Since January 2014, 239 cases have been exited through the soft exit process. This contributes to this notably higher level of exits of job seekers while enrolled in the program. A job seeker in need of services once their case has exited would be

able to receive WIA services again upon completion of a new WIA application/eligibility determination.

4. Active Participants: *A total of 695 participants are currently receiving services.*

Adult Worker:

Goodwill will serve a minimum of 390 new adults registered into WIA Core (staff-assisted) services. Of these, a minimum of 100 new WIA eligible adult workers will be enrolled into the Intensive level of service. Of these 100 adults receiving Intensive services, a minimum of 25 adult job seekers will be enrolled into WIA-funded training services.

*As of March 31, 2014, a total of 387 eligible adult workers have been registered into Core services; 22 have been enrolled into Intensive services and 11 are receiving WIA-funded Training services. Fewer individuals were enrolled into Intensive and Training services due to the impact of the reduction in discretionary funds required by the Balanced Budget and Emergency Deficit Control Act, more commonly referred to as "Sequestration". The sequester resulted in mandatory cuts to federal programs which severely limited funds and restricted spending during the first quarter of PY 13-14. Both sequestration and 0.2 percent rescission reductions (taking back of appropriated funds) were applied by the federal government to the Youth, Adult and Dislocated Worker allotments last fiscal year. During this period, no new individuals were enrolled into these higher level services as funding was not available. This hold on enrolling individuals into Intensive and Training services was compounded by the government shutdown which resulted in extending non-registration of individuals into higher level services through October 2013. Not until mid-way through second quarter was Goodwill ensured that funds were available to reinstate service provision of Intensive and Training level WIA services. With the loss of almost four months to enroll individuals into these services, current numbers of participants are significantly lower than anticipated.*

Goodwill will provide adult worker services that result in 202 adult workers exiting as employed.

*As of March 31, 2013, 48 participants exited with employment.*

WIA regulations do not mandate a specific number of participants required exit each year. They do, however require a percentage of participants who exit the programs overall to exit as employed. With the soft exit feature in place as described above, a total of 289 participants have exited as of the end of the third quarter. Of these, 239 were system generated soft exits. Of the 50 total exits entered by job center staff for participants who were actively engaged in job center services, 48 of these individuals achieved their employment goal. This initial goal set of 202 individuals exiting as employed did not take into account the soft exit feature being implemented.

The fewer number of exited participants is likely also influenced by the unemployment rate in San Luis Obispo County being on a continuous decline. The county's current unemployment rate of 5% is the lowest it's been since 2008. At the time of setting performance for the PY 2013-14 contract, the unemployment rate was approximately 6%. A declining unemployment rate reflects fewer jobs available and thus a more competitive job market. This presents more challenges for some individuals to obtain employment and results in their continued involvement in WIA job search services.

Goodwill will provide adult worker services that result in 83.5% being employed in the first quarter after the exit quarter (i.e., retaining employment). (Note: Percentages may change based on the State-negotiated rates.)

*This outcome is based on six months post exit therefore data on this outcome is not available at this time.*

Goodwill will provide adult worker services that result in those who exit the program being employed with average annual earnings of \$10,500. (Note: The average annual earnings amount may change based on the State-negotiated rates.)

*As of March 31, 2014, (based on the second and third quarter earnings after exit) adult workers exited have average earnings of \$27,359.*

Dislocated Worker:

Goodwill will serve a minimum of 309 new dislocated workers registered into WIA Core (staff-assisted) services. Of these, a minimum of 100 new WIA-eligible dislocated workers will be enrolled into the Intensive level of services. Of these 100, a minimum of 25 will be enrolled into WIA funded Training services.



*As of March 31, 2014, a total of 82 eligible dislocated workers have received WIA services. Of these, 26 individuals are receiving Intensive services, and 12 individuals are receiving Training services.*

As previously stated, the low number of people enrolled into Intensive and Training services was influenced strongly by the sequester and government shutdown which halted enrollment of individuals into higher lever WIA services due to funding restrictions that created a hold on spending and enrollment into higher cost services.

The number of new Dislocated Workers registered into WIA services overall was significantly lower than the performance goal set. Several factors likely contributed to this including the lower unemployment rate as described above. Furthermore this was the first year the AJCC has implemented the Integrated Service Delivery (ISD) model of service administration among co-located partners (DSS, EDD and Goodwill). The ISD model requires AJCC co-located partner staff to be skilled and knowledgeable in all job center operations (orientation, training/workshops, assessment, eligibility, employer services, performance management, etc.). This was a shift from job expectations where each agency staff had particular areas of expertise and may have only covered one or two job center functions. Over a year's worth of planning and training went into rolling out the ISD model, however, as expected training gaps and service delivery hurdles were unveiled through its implementation this year. Determination of Dislocated Worker eligibility requires more documentation and has more stringent requirements than Adult services eligibility. New staff assessing more detailed eligibility criteria likely influenced this lower registration into Dislocated Worker services. All three co-located entities also experienced staff turnover this year, meaning first-time WIA staff being trained and introduced to AJCC operations. The primary source of customers to the job center is via referral from community agencies. The Dislocated Worker population is less likely to qualify for many of these community services, therefore not interfacing with the job center's primary referral sources. Outreach efforts to the Dislocated Worker population are underway and are a focus of the PY 2014-15 contract. Strategies are being identified currently to better reach and serve this population.

Goodwill will provide dislocated worker services that result in 216 of those who exit the program being employed. (Note: Percentages may change based on the State-negotiated rates.)

*As of March 31, 2014, 23 participants exited with employment.*

As previously stated, the lower number of individuals exiting employed was impacted by the onset of system-generated soft exits, automatically closing and exiting cases with a period of inactivity for more than 90-days and the declining unemployment rate. An increased need for training and longer engagement in WIA services, has also contributed to fewer participants exiting WIA programs than anticipated.

Goodwill will provide dislocated workers services that result in 87% being employed in the first quarter after the exit quarter (i.e., retaining employment). (Note) Percentages may change based on the State-negotiated rates.)

*This outcome is based on six months post exit therefore data on this outcome is not available at this time.*

Goodwill will provide dislocated workers services that result in those who exit the program being employed with average earnings of \$14,500. (Note: The average annual earnings amount may change based on the State-negotiated rates.)

*As of March 31, 2014 (based on the second and third quarter earnings after exit) exited dislocated workers have average earnings of \$37,092.*

## Youth

Goodwill, through their subcontract with Cuesta College, will serve a minimum of 50 WIA eligible In-School youth with a minimum of 39 being new youth.

*As of March 31, 2014 Cuesta has served 46 In-School youth inclusive of 35 newly enrolled youth.*

Goodwill, through their subcontract with Cuesta College, will serve a minimum of 42 WIA eligible Out-of-School youth with a minimum of 26 being new youth.

*As of March 31, 2014 Cuesta has served 39 Out-of-School youth inclusive of 26 newly enrolled youth.*

## Fiscal Year 14-15

**AJCC one-stop system operator:**

Contractor is responsible for the operation and management of the America's Job Center of California (AJCC) one-stop delivery system serving San Luis Obispo County, working in consultation with the County, Workforce Investment Board (WIB), and in cooperation with the mandatory one-stop partners (as specified in the Workforce Investment Act). Currently the one-stop delivery system consists of the contractor and ten (10) one-stop partners, some of whom work out of the comprehensive center located at 880 Industrial Way in San Luis Obispo, a satellite center in the Five Cities area at 1800 East Grand Avenue, Grover Beach or the Youth Center located at 191 S. Oak Park Blvd in Grover Beach. Contractor will operate and manage the comprehensive and satellite sites in collaboration with AJCC co-located partners utilizing an Integrated Service Delivery (ISD) model.

Goodwill will collect and analyze AJCC one-stop delivery system quarterly usage data, including customers and activities, and submit a written quarterly report to the Administrative Entity. Goodwill will present this data in summary or in its entirety to the quarterly full WIB meeting, and to WIB committee's including One Stop Leadership, Business Council and Youth Council as requested by the Administrative Entity. Goodwill's quarterly report shall include all measures as outlined in the Performance Outcome section of the Scope of Work, including the following customer data:

1. Number of total customer visits to each center
2. Number of Core registrations
3. Number of WIA enrollments
4. Number of Unemployment Insurance Benefits (UIB)/State Disability Insurance (SDI) Services Visits
5. Number of workshops provided
6. Number of individuals participating in Classroom/Workshop Services
7. Number of AJCC one-stop system orientations
8. Number of individuals attending orientations

Goodwill's report will include outcomes on the following Employer Services:

1. Number of Employer Visits
2. Employer Forums/Workshops/Presentations
3. Employer Recruitment
4. Number of Job-Seekers Interviewed at Employer Recruitment Services

Goodwill will achieve 45% (\$51,696) of the 10% leverage maximum (\$114,879) for compliance with SB-734 by December 31, 2014.

Goodwill will administer a quarterly satisfaction survey to 100% of clients who participate in WIA funded services during the survey week. Eighty percent (80%) of those completing the survey will rate the services as beneficial to their employment and skill development.

Goodwill will administer a satisfaction survey to AJCC partners semi-annually and report results of feedback.

Goodwill shall establish and maintain reliable mechanisms that will immediately identify when a problem occurs, administrative or programmatic, and when corrective action is necessary. Continuous improvement processes shall include the following:

1. **Monitoring Activities:** Internal monitoring activities shall include monthly file review, data entry review, caseload contact, performance, and quality control to ensure continuous improvement.
2. **Tracking Effectiveness:** Contractor shall track effectiveness using monitoring data, state reporting data, and customer feedback. At least a monthly review and analysis of data to identify trends, issues shall be required and submitted to the Administrative Entity and the WIB.

Goodwill will update Operating Agreements for fiscal year 14-15 and submit to the Administrative Entity for the WIB no later than November 30, 2014.

Goodwill will update Resource Sharing Agreements with all co-located partners and provide completed copies to the Administrative Entity for the WIB no later than September 30, 2014.

#### **Adult and Dislocated Worker Programs:**

Contractor will provide education and employment services to eligible adults and dislocated workers that will lead to increased employment, job retention and earnings that will improve the quality of the workforce and sustain self-sufficiency. Services will be locally based at the AJCC sites and include outreach, intake, orientation and other services available through the WIA Title I-B funded programs to assist in accessing employment opportunities. Eligible adults must be 18 or older.

Goodwill will provide an unduplicated count of services to adults in the following intensive and training service areas:

1. New Registrations to Core Services
2. New Enrollments to Intensive and Training services.
3. Active Participants.
4. On-the-Job Training (OJT) contracts.

#### Adult Worker:

Goodwill will serve a minimum of 10% of new Universal Services members in any given time period (monthly) registered into WIA Core B (staff-assisted) services. Target numbers based upon PY 2013-14 data are 112 Core B registered Adults this program year for an average of 28 per quarter.

Of these registrations a minimum of 75 new WIA eligible adult workers will be enrolled into the Intensive level of services, and, of these, a minimum of 35 WIA eligible adult job seekers will be enrolled into WIA-funded training services.

Goodwill will provide adult workers services that result in an 82.5% entered employment rate.

Goodwill will provide adult workers services that result in 80.9% being employed in the first quarter after the exit quarter (i.e., retaining employment). (Note: Percentages may change based on the State-negotiated rates.)

Goodwill will provide adult workers services that result in those who exit the program being employed with average annual earnings of \$12,950. Note: The average annual earnings amount may change based on the State-negotiated rates.)

#### Dislocated Worker:

Goodwill will serve a minimum of 10% of new Universal Services members in any given time period (monthly) registered into WIA Core B (staff-assisted) services. Target numbers based upon PY 2013-14 data are 112 Core B registered Dislocated Workers this program year for an average of 28 per quarter.

Of these registrations, a minimum of 75 new WIA eligible dislocated workers will be enrolled into the Intensive level of services, and, of these, a minimum of 35 new WIA eligible dislocated workers will be enrolled into WIA funded training service.

Goodwill will provide dislocated workers services that result in an 82.5% entered employment rate. (Note: Percentages may change based on the State-negotiated rates.)

Goodwill will provide dislocated workers services that result in 89.6% being employed in the first quarter after the exit quarter (i.e., retaining employment). (Note) Percentages may change based on the State-negotiated rates.)

Goodwill will provide dislocated workers services that result in those who exit the program being employed with average earnings of \$15,975. (Note: The average annual earnings amount may change based on the State-negotiated rates.)

### **Youth Services**

Contractor will provide youth services pursuant to the Workforce Investment Act (WIA) to improve the educational workforce skill competency for WIA eligible youth in San Luis Obispo County. The program design will focus on youth acquiring basic work readiness skills and job experience and provide three (3) types of programs: 1) Youth one-stop center-based, 2) School Classroom-based, and 3) After School-based.

#### Enrollments:

Goodwill will serve a minimum of 51 In-School youth comprised of approximately 12 youth carried in from PY 2013-14 and a minimum of 39 new enrollments.

Goodwill will serve a minimum of 31 Out-of-School youth comprised of approximately 5 youth carried in from PY 2013-14 and a minimum of 26 new enrollments.

#### Performance:

The WIA Youth Program requires the following performance for both In-School and Out-of-School populations and in accordance with State-mandated performance levels for the San Luis Obispo local workforce investment area:

1. **Training & Employment:** 67.1% of the youth will be placed into employment or education (includes military, post-secondary education, and /or advanced training/occupational skills training) in the first quarter after the exit quarter;
2. **Degree/Certificate Attainment:** 68.7% of youth served will attain a diploma, GED, or certificate by the end of the third quarter after the exit quarter; and
3. **Literacy/Numeracy:** 78.7% of youth served will achieve an educational gain.

### **ATTACHMENTS**

1. Clerk's Filed document